DOCUMENT RESUME

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ABSTRACT

Coastline Community College has developed a series of guides to assist adults who wish to obtain college credit or advanced standing in evaluating and verifying their non-college learning experiences. This guide lists the competency requirements of four courses within the Travel Agency Operation program: Domestic Air Transportation; International Air Transportation; Surface Transportation and Tour Arranging; and Merchandising, Ticketing, and Sales. The student is asked to measure the knowledges and skills he/she has acquired on the job against specific behavioral objectives of each course. This evaluative process is facilitated by sections of the guide which ask whether the student is competent in each particular knowledge or skill and which provide opportunity for the student to record the basis of his/her competence or his/her ability to verify the competence. Verification is possible through: (1) a personal interview, (2) a job description of an applicable position that was held, (3) standard examination, (4) examples of written evidence, (5) completion of non-credit course or in-service training, (6) an instructor interview with present supervisor, or (7) other means specified by the student. The guide also refers to the concurrent use of a portfolio prepared by the student to identify, describe, and evaluate past learning experiences. (AYC)

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ED176840

COASTLINE COMMUNITY COLLEGE

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

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TRAVEL AGENCY OPERATION

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JC 790 579

OFFICE OF ADMISSIONS, GUIDANCE, AND INFORMATION SERVICES

PROGRAM REQUIREMENTS

TRAVEL AGENCY OPERATION

		UNITS
*Airline Guide	Tr. Ag. 800	1.5
Air Transportation, Domestic	Tr. Ag. 807	3
Air Transportation, International	Tr. Ag. 808	3
Surface Transportation/Tour Arrangement	Tr. Ag. 803	3
Merchandising/Ticketing & Sales	Tr. Ag. 806	3
*Typing	Sec. Sci 110	3
Two of the following three courses:		
**Travel Geography #1	Tr. Ag. 811	3
**Travel Geography #2	Tr. Ag. 812	3
**Travel Geography #3	Tr. Ag. 813	3
+Electives		3
TOTAL UNITS		25.5

*Credit available by testing

**Student Guides for Documenting Experiential Learning are not available for any of the Travel Geography courses. Students may either enroll in the required classes or they may consider challenging the courses.

+Suggested Elective

Work Experience	Tr. Ag. 081-083 (only)	1-3

CONTENTS

Travel Agency 807---Air Transportation, Domestic.....I

Travel Agency 808---Air Transportation, International.....VI

Travel Agency 803---Surface Trans. & Tour Arranging.....X

Travel Agency 806---Merch., Ticketing & Sales.....XXXI

Blank Student Guide Pages.....XL

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

Knowledges and Skills Acquired on the Job

Certificate: Travel Agnecy

Course: Travel Agnecy 807

Air Trans-Domestic

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									*Indicate portfolio page number for items checked at left or page number or which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
1. Can answer questions that involve searching for and abstracting technical date and detailed explanation of rules, regulations and fares from the Squires Domestic Air Tariff.												
2. Can perform simple calculation of discounted fares using the percentage conversion tables.												
3. Possesses active vocabulary in airline terminology used in everyday travel agency operations.												
4. Can communicate effectively with others in industry in interpreting rules, regulations and fares.												
5. Can define and illustrate the following terms used in the domestic tariff: open jaw, more distant point, buffer zone, circle trip, round trip, stop over, outward destination.												
6. Can explain to customer satisfaction restrictions applying to his "special fare" ticket.												
7. Can demonstrate knowledge of intrastate fares and ability to quote fares, rules and write tickets for them.												

Page 1

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

Certificate: Travel Agency

Course: Travel Agency 807

Air-Trans Domestic

Knowledges and Skills Acquired on the Job	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
8. Can construct unpublished local (thru) fares (same airline).											
9. Can construct unpublished joint fares (two airlines).											
10. Can interpret regulations applying to free baggage and carry-on luggage.											
11. Can interpret rules and compute charges for excess baggage on certificated air carriers and commuter air carriers.											
12. Can interpret rules and regulations applying to unaccompanied children.											
13. Can interpret rules and regulations applying to U.S. Air Force.											
14. Can read and apply local routings to fares which make reference to them.											
15. Can read and apply joint tariff routings to fares.											
16. Can compute stop-over fares using one airline (triangle).											
17. Can compute stop-over fares using joint tariff.											

Page II

(cont.)

Certificate: Travel Agnecy

Course: Travel Agency 807

Air Trans-Domestic

Knowledges and Skills Acquired on the Job	Check whether competent in knowledge or skill: Yes	No	Basis of Competence or Verification by: Check appropriate categories: Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
18. Can locate joint fares using a commuter carrier and connecting to a certificated air carrier.											
19. Can compute joint fares when 3 (three) legs are involved.											
20. Can demonstrate ability to compute the following Hawaiian fares, including tax: a. CHI XSFO HNL b. CHI OLAX HNL c. LAX XHNL OGG											
21. Can interpret and apply Hawaii "Common Fares" and rules and show correct usage on a fare ladder.											
22. Can demonstrate ability to compute Hawiian taxes as they apply to #20 and #21											
23. Can demonstrate ability to compute Hawaii-Alaska triangle fares including taxes.											
24. Can demonstrate ability to compute Canadian fares and taxes.											

Page III

(cont.)

Certificate: Travel Agency

Course: Travel Agency 807

Air-Trans Domestic

Knowledges and Skills Acquired on the Job	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
25. Can quote regulations and applicable charges for sporting equipment as they apply to specific situations: ie: surfboards, golf equipment, etc.											
26. Can quote regulations as they apply to a lost ticket.											
27. Can quote regulations as they apply to a passenger on an excursion ticket who has need to have the expiration date extended due to illness.											
28. Can demonstrate ability to file tariffs and keep correction sheets current.											
29. Can list and discuss general rules applying to Standard Agency tickets: i.e. validity, etc.											
30. Can demonstrate knowledge of rules and application of advance purchase excursion fares.											
31. Can demonstrate ability to compute fares requiring the combining of excursion fares.											
32. Can explain points of origin destination.											

(cont.)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 807

Air-Trans Domestic

	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description or applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
33. Can quote rules and regulations as they apply to group fares which make specific references to them.												

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 808

Air Trans. International

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									*Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
1. Can demonstrate active knowledge of airline terminology vocabulary in discussing international air travel rules and regulations.												
2. Can communicate effectively with others in industry in interpreting international tariff rules, regulations and fares.												
3. Can research rules, regulations and fares from the Worldwide Tariff and abstract data in practical form.												
4. Can demonstrate ability to use Worldwide Edition of Official Airline Guide to book airline reservations.												
5. Can demonstrate ability to locate maximum/nonstop mileage in the Worldwide Edition of the Official Airline Guide.												
6. Can explain time conversion to the customer when quoting international schedules.												
7. Can identify the sections which make up the Worldwide Air Tariff.												

(cont.)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 808

Air Trans. International

	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
8. Can define and illustrate the following terms: FCU's; Bankers Buying Rate; Currency Surcharge; MPM; Currency Adjustment; non-stop sector mileage.											
9. Can demonstrate knowledge of the 3 IATA Areas of the World and how they apply to the calculation of fares and interpreting rules.											
10. Can explain when add-on amounts apply and how to use them.											
11. Can demonstrate ability to convert currencies.											
12 Can identify when currency surcharge applys.											
13. Can outline standard format for fares rules.											
14. Can explain shortest operated mileage principle and how it is used.											
15. Can list U.S. International Gateways.											
16. Can explain when to use domestic taxes, international taxes, and gateway taxes.											
17. Can explain endorsements and when they are applicable.											

(cont.)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agnecy 808

Air Trans. International

	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
18. Can define and illustrate reroute, reissue, and revalidate.											
19. Can demonstrate ability to compute fares using a more distant point.											
20. Can compute fares using fictitious construction point.											
21. Can compute fares using a higher intermediate point.											
22. Can compute fares using mileage principle without surcharge.											
23. Can compute fares using mileage principle with surcharge.											
24. Can compute fares using one way back haul rules.											
25. Can compute fares using extra mileage allowance.											
26. Can compute fares using class differential.											
27 Can compute fares using stop over charge.											
28. Can compute fares using circle trip minimum of Round the World Minimum.											

(cont.)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 808

Air Trans. International

	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
29. Can demonstrate ability to complete the Fare Calculation Ladder Entries for items #19 thru #28.												

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agnecy 803

Surface Trans. & Tour Arranging

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*								*Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
1. Can cite what the initials ASTA, ARTA, PATA, ATC, LATA, and IPSA stand for, who belongs to each of these organizations, and what is the purpose of each one.											
2. Can cite what the initials CAB stand for and what this organization does.											
3. Can cite at least 4 major trade publications which most travel agents receive.											
4. Can cite at least 8 different services which a travel agency sells.											
5. Can define/explain the following: a. deposit b. final payment c. transfer											

Page X

(con't)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 803 Surface Trans. & Tour Arranging	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
6. Can successfully book hotels, car rentals, tours, charter flights, and rail and ship services; can properly handle deposits, final payments, invoicing, and voucher preparation as needed for any of these; and can verify accuracy of tickets/documents in situations where they are prepared by an operator/wholesaler and mailed to the travel agent.											
7. Can cite the usual commission received on various travel agent services, what items are and are not commissionable, and the various methods by which the agent receives the commissions.											
8. Can explain services available, interpret brochures/tariffs, book, issue vouchers and process payments for the two local (Orange County) transfer services: a. Orange County Limousine Service and its parent company Lux Livery. b. 24-Hour Airport Express											
9. Can cite age and method of payment restrictions imposed by most rental car companies.											

(con't)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 803

Surface Trans. & Tour Arranging

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									*Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
6. Can successfully book hotels, car rentals, tours, charter flights, and rail and ship services; can properly handle deposits, final payments, invoicing, and voucher preparation as needed for any of these; and can verify accuracy of tickets/documents in situations where they are prepared by an operator/wholesaler and mailed to the travel agent.												
7. Can cite the usual commission received on various travel agent services, what items are and are not commissionable, and the various methods by which the agent receives the commissions.												
8. Can explain services available, interpret brochures/tariffs, book, issue vouchers and process payments for the two local (Orange County) transfer services: a. Orange County Limousine Service and its parent company Lux Livery. b. 24-Hour Airport Express												
9. Can cite age and method of payment restrictions imposed by most rental car companies.												

(con't)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 803

Surface Trans. & Tour Arranging

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									*Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
10. Can cite 4 domestic and 3 European car rental/leasing companies.												
11. Can explain what a fly/drive package is and can successfully utilize the various car rental companies' fly/drive tour manuals and the various airline tour sales guides to locate and book such tours.												
12. Can successfully analyze various rate structures for car rentals, book a car rental (including those for clients with Hertz #1 Club cards, Avis Wizard number, etc.) and prepare appropriate vouchers for the client.												
13. Can cite the 5 major islands included in a comprehensive tour of Hawaii and can cite at least 3 tour operators specializing in Hawaii travel programs.												
14. Can cite at least 8 major tourist areas in Mexico and at least 3 tour operators specializing in Mexico travel program.												

(con't)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 803 Surface Trans. & Tour Arranging	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
15. Can cite at least 5 countries that would be included in a comprehensive Orient tour and at least 3 tour operators specializing in Orient tour programs.											
16. Can cite at least 5 major countries that would be included in a survey tour of Western Europe, at least 3 countries frequently included in an Iberian tour, and at least 5 tour operators specializing in European tour programs.											
17. Can cite at least 5 countries/island groups (excluding Hawaii) which might be included in a South Pacific tour and can cite at least 2 tour operators specializing in South Pacific tour programs.											
18. Can cite at least 5 countries that might be included in a survey tour of South America and at least 2 tour operators specializing in Soutn American tour programs.											
19. Can cite at least 3 countries that might be included in a North African tour and at least 3 countries that might be included in a Middle East tour.											

(con't)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 803

Surface Trans. & Tour Arranging

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									*Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
20. Can cite at least 9 countries frequently included on around-the-world tours.												
21. Can define a "tour package" by citing at least 10 features which might be included and by citing what the initials FIT and DIT stand for and what each is.												
22. Can cite 2 different types of tours, what each is, the differences between them, and the advantages and disadvantages of each.												
23. Can explain what a "transfer" is.												
24. Can successfully use the OAG Worldwide Tour Guide to locate and book special interest tours, tours by destination, tours by departure dates, and ITC's (Inclusive Tour Charters).												
25. Can successfully use the CATM (Consolidated Air Tour Manual) to locate and book a tour.												
26. Can successfully use any of the airline tour sales guides to locate and book a tour.												

(con't)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 803 Surface Trans. & Tour Arranging	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
27. Can cite and utilize at least 2 sources commonly found in a travel agency for determining (passports, visas, health) requirements of various countries.											
28. Can assist a client in the selection of a tour by considering tour type, grade, best time of year, special events, cost, meal plans, etc., and by helping the client to read and evaluate tour brochures and their "fine print" sections (particularly, what is and is not included, deposit and final payment information, cancellation date, and documentation requirements).											
29. Can utilize the Grayline Sales and Tour Guide, the American Sightseeing International Tariff, and the California Parlor Car tour brochures to extract needed data and can successfully book tours with these companies.											
30. Can cite at least 3 hotel categories.											
31. Can cite 3 primary and 5 secondary hotel reference sources.											

PAGE XX

(con't)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 803 Surface Trans. & Tour Arranging	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
32. Can successfully use the OHRG (Official Hotel and Resort Guide), the Hotel and Travel Index, and the Travel Planner to quickly and accurately locate a hotel in a given area and category, to compare it with other similar hotels, and to determine how to book a listed hotel.											
33. Can successfully utilize hotel brochures and rate sheets to gain further insight into and promote particular properties.											
34. Can cite at least 5 means by which an agent could judge the general quality/rating of a hotel if he/she is not familiar with the property and the hotel directory being used does not rate their listings.											
35. Can cite at least 5 major hotel representatives (company names) excluding chain hotels.											
36. Can cite at least 8 major hotel/motel chains.											

(con't)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 803 Surface Trans. & Tour Arranging	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
37. Can define or explain each of the following commonly used hotel terms/ abbreviations: a. adjoining rooms b. connecting rooms c. suite d. lanai e. efficiency f. AP (American Plan) g. MAP (Modified American Plan) h. EP (European Plan) i. CP (Continental Plan) j. DBl (double occupancy) DWB (double with bath) k. PP (per person) l. Rep(s) [Representative(s)] m. Res. (Reservation) n. SGL (single occupancy) SWB (single with bath) o. Twin (room with two beds) TWB (Twin with bath) p. VAT (value added tax)												
38. Can accurately carry out an on-site hotel inspection/evaluation so that information gained can later be conveyed to clients and utilized in selecting properties for clients.												
39. Can cite at least 5 different types (as determined by primary focus) of tours.												

(con't)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 803

Surface Trans. & Tour Arranging

	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
40. Can cite at least 5 requirements which must be met if a tour basing air fare is to be used.												
41. Can cite at least 20 items which should be considered when selecting each destination for inclusion in a tour being developed and can cite at least 10 basic factors which must be decided once destinations are established.												
42. Can obtain or explain how to obtain hotel rates when building a tour package (group net rates for various types of rooms, run-of-the house rate, tour conductor privileges, availability, and seasonal variations affecting prices, what these variations are, whether or not meals are included, when deposit/payments are due, and if deposits/payments are refundable and when)												
43. Can obtain or explain how to obtain, meal, porterage, transfer, special events, and bus rate (both with and without a tour conductor) quotations when building a tour package.												

(con't)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 803

Surface Trans. & Tour Arranging

	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
44. Can cite 5 charges which must be calculated when chartering an aircraft, whether on a one-time or a regular basis, and for both "same city" and "different city" weekly departures.											
45. Can accurately price all overhead into a tour package being built (tips, "planning and operation" charges, promotional printing, mailings, baggage tags, printed itinerary, "give-aways", pre-trip party, and "safety margin.")											
46. Can successfully complete the ATC "Tour Producer Application" form.											
47. Can successfully design a tour folder/brochure which meets the ATC requirements and serves as a good "selling tool".											
48. Can cite at least 10 potential markets (groups of people) for tours and at least 6 factors to consider in determining if a group is a good potential market.											

(con't)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 803 Surface Trans. & Tour Arranging	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledge
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
49. Can list 4 basic steps which must be taken to market an agent-designed tour, can cite 4 channels through which such tours could be promoted, and can cite at least 7 motivational appeals which can be used to advertise tours.											
50. Can cite at least 15 different types of information contained in the Travel Planner and can utilize this reference source to extract needed data.											
51. Can successfully utilize the Jax Fax directory and various charter operator brochures to locate and book charter flights.											
52. Can cite at least 6 different types of information contained in the Official Railway Guide and can utilize this reference source to extract needed data.											
53. Can successfully utilize the Amtrak Tariff Table and issue an Amtrak ticket based on the Official Railway Guide and the Amtrak Tariff Table.											

(con't)

Knowledges and Skills Acquired on the Job *Certificate:* Travel Agency *Course:* Travel Agency 803 Surface Trans. & Tour Arranging	*Check whether competent in knowledge or skill*		Basis of Competence or Verification by: *Check appropriate categories*								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
54. Can cite at least 5 different types of information contained in the Thomas Cook International Timetable and can utilize this reference source to extract needed data.											
55. Can explain what TEE trains and international express trains are and how they differ from one another.											
56. Can explain the conditions and uses of the Eurailpass, the Eurail Youthpass, the Britrail Pass, and the Britrail Youthpass and order and explain (or handle) payment procedures for each of these.											
57. Can cite three kinds of ships that carry passengers and can explain the differences among them.											

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 803

Surface Trans. & Tour Arranging

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
58. Can cite: a. at least 6 cruise lines and the names of their ships. b. the largest cargo-passenger line sailing the U. S. west coast and the itinerary of its ships. c. the passenger steamship company operation on the Mississippi River, the ships it sails, and the itineraries they follow. d. at least one company operating ships on the Rhine River and the various cruise options available.												
59. Can cite at least 5 items/services which are included and at least 6 items/services which are not included in the price of a cruise.												

(con't)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 803

Surface Trans. & Tour Arranging

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledge
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
60. Can define/explain the following terms/items associated with cruising and cruise ships: a) positioning, b) positioning cruise, c) bow, d) forward e) stern, f) aft, g) amidships, h) port, i) starboard, j) embarkation, k) disembarkation, l) shore excursion, m) knot, n) tonnage, o) public rooms, p) corridor, q) cruise, r) first seating, s) second seating, t) open seating, u) table sizes, v) number of meals/food services, w) tipping, x) dress "requirements", y) depost option, and z) guarantee of space.												
61. Can explain tipping procedures aboard a cruise ship.												
62. Can explain the dress "requirements" aboard most cruise ships and other types of passenger-carrying vessels.												
63. Can cite at least 4 factors which affect cabin prices and can explain the advantages and disadvantages of different cabin locations.												
64. Can explain what an air/sea package is and includes.												

(con't)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 803

Surface, Trans. & Tour Arranging

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									Indicate portfolio page # for items checked at left or page # on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
65. Can cite at least 5 different types of information contained in the OAG Worldwide Cruise and Shipline Guide and can utilize this reference source to extract needed data.												
66. Can cite at least 5 different types of information contained in the Official Steamship Guide International and can utilize this reference source to extract needed data.												
67. Can cite at least 5 different types of information contained in Ford's Freighter Travel Guide and can utilize this reference source to extract needed data.												
68. Can successfully use Ford's Deck Plan Guide to locate various public rooms, cabins, and deck areas on cruise ships.												
69. Can read, interpret, and convey to the client information contained in cruise brochures (including deck plans) with special emphasis on the "fine print" sections (particularly what is and is not included, deposit, and final payment information, cancellation data, documentation requirements, and additional expenses to be encountered.												

(con't)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 803 Surface Trans. & Tour Arranging	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page # for items checked at left or page # on which you have cited specific experience and/or e.g. to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
70. Can cite at least 3 additional services (reservations) other than the actual booking a Travel agent can arrange in advance of the cruise departure.											
71. Can accurately carry out an on-site cruise ship, passenger/freighter, cargo-passenger vessel inspection/evaluation so that information gained can later be conveyed to clients and utilized in selecting ships for clients.											

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 806 Merch., Ticketing & Sales	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
1. Can Fill out a reservation card.											
2. Can prepare a ticket jacket.											
3. Can prepare an itinerary slip for a client.											
4. Can prepare an invoice for a transaction involving air tickets.											
5. Can issue a ticket including a city with two or more airports where the passenger will arrive at one airport and depart from another.											
6. Can issue a ticket including a co-terminal set of cities where the passenger will arrive at one city and depart from the other.											
7. Can issue one-two-three-and four-coupon point-to-point domestic tickets in which all coupons are used.											

(cont.)

Knowledges and Skills Acquired on the Job *Certificate:* Travel Agency *Course:* Travel Agency 806 Merch., Ticketing & Sales	*Check whether competent in knowledge or skill*		**Basis of Competence or Verification by:** *Check appropriate categories*									*Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
8. Can issue two-three-and four-coupon point-to-point domestic tickets in which one or more coupons are not used.												
9. Can issue a domestic ticket which includes a stopover charge.												
10. Can issue a full fare ticket using a constructed fare.												
11. Can issue a child's ticket under each of the following conditions: a. Using a specifically published fare. b. Using a constructed fare. c. Using a fare which is partially computed. d. Using fare bases which are not the same for the entire itinerary.												

(cont.)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 806

Merch., Ticketing & Sales

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									*Indicate portfolio page number for items checked at left or page number or which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
12. Can issue a domestic "special fare" ticket (i.e. excursion, supersaver) under each of the following conditions: a. where fare basis is the same for the entire itinerary. b. where fare basis is not the same for the entire itinerary.												
13. Can issue a domestic ticket which includes one or more Hawaii destintions.												
14. Can issue conjunction tickets.												
15. Can issue a ticket using a tour basing fare.												
16. Can issue a group ticket under each of the following conditions: a. without Group Ticket Manifest b. with Group Ticket Manifest												

(cont.)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 806

Merch., Ticketing & Sales

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									*Indicate portfolio page number for items checked at left or page number or which you have cited specific experience and/or examples to document your skills and knowledges*
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
17. Can cite 5 instances in which a domestic ticket may be revalidated, and can process the revalidation.												
18. Can revalidate a ticket where the change involves the elimination of a stop and, therefore, the elimination of a coupon.												
19. Can issue a Ticket Exchange Notice under each of the following conditions: a. where there is an additional collection. b. where there is an even exchange. c. where there is a refund.												
20. Can issue a Miscellaneous Charges Order (MCO) in each of the following situations and can explain under what conditions each of these would be used: a. As a Pre-paid Ticket Advance (PTA).												

(cont.)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 806 Merch., Ticketing & Sales	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
b. As a partial payment for a ticket. c. For a packaged tour (not in CATM) -- a condo rental etc. d. As a deposit.											
21. Can explain the purpose of a Tour Order and can issue a Tour Order under each of the following conditions: a. where all coupons in one book are utilized. b. where coupon #1 is not utilized. c. where coupon #2, #3 and/or #4 (are) not utilized. d. where more than one book is utilized.											
22. Can issue an air ticket in conjunction with a tour order.											
23. Can issue one-,two-,three- and four-coupon point-to-point international tickets in which all coupons are used.											

(cont.)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 806 Merch., Ticketing & Sales	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number or which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
24. Can issue two-,three- and four-coupon point-to-point international tickets in which all coupons are used.											
25. Can issue an international ticket under each of the following conditions: a. With more than a 6-hour but less than a 24-hour stopover. b. With more than a 24-hour stopover. c. With a mileage surcharge. d. With a weekend surcharge. e. With an international stopover charge.											
26. Can issue an international "special fare" ticket (i.e. apex, excursion) under each of the following conditions: a. Standard b. Open jaw											

(cont.)

Knowledges and Skills Acquired on the Job

Certificate: Travel Agency

Course: Travel Agency 806

Merch., Ticketing & Sales

	Check whether competent in knowledge or skill		**Basis of Competence or Verification by:** *Check appropriate categories*									
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
27. Can process a credit card transaction and a credit card refund.											
28. Can process a travel agency weekly Sales Report.											
29. Can successfully handle telephone requests/inquiries by speaking pleasantly and distinctly and by displaying good telephone etiquette (avoiding placing client on "hold" unduly, listening carefully in order to record data completely and accurately without having to ask for repetition, etc.)											
30. Can successfully handle in-person requests/inquiries by acknowledging the client's presence immediately, greeting the client by name (if known), using a pleasant voice and demeanor, listening carefully, and not smoking, chewing gum, or eating in the presence of the client.											
31. Can conduct himself/herself professionally by dressing appropriately and sitting in a business like manner at his/her workstation.											

(cont.)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 806 Merch., Ticketing & Sales	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number or which you have cited specific experience and/or examples to document your skills and knowledges
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32. Can exhibit knowledge of the travel "product" by not hedging when asked questions, by seeking immediate answers when something is not known, and by quickly accessing appropriate reference materials.												
33. Can ask appropriate questions in a tactful and business-like manner.												
34. Can build client goodwill and handle problems by being helpful and courteous.												
35. Can successfully structure a sales conversation by obtaining initial information; by finding out what the client "really" wants (partially by finding out about his past travels, likes, dislikes, preferences, etc.); by "selling" your own recommendations; and by getting at least a partial closure on the sale via a tentative booking, a deposit, a definite date for a commitment, etc.												

(cont.)

Knowledges and Skills Acquired on the Job Certificate: Travel Agency Course: Travel Agency 806 Merch., Ticketing & Sales	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number or which you have cited specific experience and/or examples to document your skills and knowledges
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36. Can successfully promote "upgrades" and "extras" (higher class of service; higher quality tours/ hotels/staterooms; longer trips; insurance; auto rentals; etc.)											
37. Can successfully handle objections during a sales conversation.											
38. Can close a sale.											
39. Can follow-up on a telephone inquiry, an office visit, or a partial commitment to obtain a "definite sale".											
40. Can follow-up after a trip to see if clients are satisfied, particularly in the cases of regular clients											

Knowledges and Skills Acquired on the Job *Certificate:* _____ *Course:* _____ _____	*Check whether competent in knowledge or skill*		**Basis of Competence or Verification by:** *Check appropriate categories*									Indicate portfolio page # for items checked at left or page # on which you have cited specific experience and/or examples to document your skills and knowledges
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Knowledges and Skills Acquired on the Job *Certificate:* _____ *Course:* _____	*Check whether competent in knowledge or skill*		**Basis of Competence or Verification by:** *Check appropriate categories*									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
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Knowledges and Skills Acquired on the Job *Certificate:* _____ *Course:* _____ _____	*Check whether competent in knowledge or skill*		Basis of Competence or Verification by: *Check appropriate categories*									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
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